



10/059872


1FN 2664 -
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Revocation and Appointment of Attorney
and Change of Correspondence Address

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on N-23-04.

By


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Commissioner of Patents
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Sir:


CIM, LTD. being the Assignee of the entire right, title and interest in the U.S. Patent Applications, listed on the Attached Appendix A, hereby revokes all previous powers and respectfully requests the appointment of attorneys associated with Customer No. 28452.

Please direct all further correspondence to Daniel J. Bourque, Esq.

Respectfully submitted,

CIM, Ltd.

By:


Paul R. Lucchese
Secretary and Treasurer

Date:

10/27/04



Appendix A

In re application : Aleksander Szlam
Serial No. : 08/449,887
Filed : May 25, 1995
For : Method & Apparatus For Dynamic & Interdependent
Processing of Inbound Calls & Outbound Calls
Examiner : Huyen Le
Group Art Unit : 2743
ATTY DOCKET: : CONCERTO-500XX

In re application : Aleksander Szlam
Serial No. : 07/703,158
Filed : May 20, 1991
For : Automated Voice System for Improving Agent
Efficiency & Improving Service to Parties on Hold
Examiner : Fan Tsang
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-501XX

In re application : Sam Wen
Serial No. : 09/981,317
Filed : October 16, 2001
For : Transfer of an Internet Chat Session Between
Servers
Examiner : Jack Harvey
Group Art Unit : 2142
ATTY DOCKET: : CONCERTO-502XX

In re application : Aleksander Szlam
Serial No. : 08/908,854
Patent No. : 6,362,838
Filed : August 8, 1997
Issued: : March 26, 2002
For : Method for Consolidation of Multiple Data Sources
Examiner : Cao Nguyen
Group Art Unit : 2173
ATTY DOCKET: : CONCERTO-503XX

In re application : Aleksander Szlam
Serial No. : 09/982,514
Filed : October 18, 2001
For : Method for Consolidation of Multiple Data Sources
Examiner : Dennis Bonshock
Group Art Unit : 2173
ATTY DOCKET: : CONCERTO-503AX

In re application : Aleksander Szlam
Serial No. : 08/840,906
Patent No. : 6,314,089
Filed : April 17, 1997

Issued: : November 6, 2001
For : Creating & Using an Adaptable Multiple-Contact
Transaction Object
Examiner : John Pezzlo
Group Art Unit : 2662
ATTY DOCKET: : CONCERTO-506XX

In re application : Bradley Birnbaum
Serial No. : 10/107,632
Filed : March 27, 2002
For : Collaboration Between Two Computing Devices
Examiner : Glenton Burgess
Group Art Unit : 2153
ATTY DOCKET: : CONCERTO-507XX

In re application :
Serial No. : 09/469,587
Filed : December 22, 1999
For : Business Transactions Using the Internet
Examiner :
Group Art Unit :
ATTY DOCKET: : CONCERTO-510XX

In re application : Aleksander Szlam
Serial No. : 08/318,506
Patent No. : 5,594,791
Filed : October 5, 1994
Issued : January 14, 1997
For : Method and Apparatus for Providing Result-
Oriented Customer Service
Examiner : Harry Hong
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-511XX

In re application : Aleksander Szlam
Serial No. : 09/885,717
Filed : June 21, 2001
For : Dynamic Help Option For Internet Customers
Examiner : Kieu Vu
Group Art Unit : 2173
ATTY DOCKET: : CONCERTO-512XX

In re application : Aleksander Szlam
Serial No. : 07/062,944
Patent No. : 4,797,911
Issued Date : January 10, 1989
Filed : June 16, 1987

For : Customer Account Online Servicing System
Examiner : Thomas Brown
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-514XX

In re application :
Serial No. : 10/025,952
Filed : December 19, 2001
For : T1 Circuit Adapter
Examiner :
Group Art Unit :
ATTY DOCKET: : CONCERTO-518XX

In re application : Aleksander Szlam
Serial No. : 08/372,889
Patent No. : 5,581,602
Filed : January 13, 1995
Issued : December 3, 1996
For : Non-Offensive Termination of a Call Detection
of an Answering Machine
Examiner : Fan Tsang
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-519XX

In re application : Aleksander Szlam
Serial No. : 08/754,151
Patent No. : 5,828,731
Filed : November 22, 1996
Issued : October 27, 1998
For : Method & Apparatus For Non-Offensive
Termination
of A Outbound Call By A Answering Machine
Examiner : Fan Tsang
Group Art Unit : 2742
ATTY DOCKET: : CONCERTO-520XX

In re application : Aleksander Szlam
Serial No. : 07/287,008
Patent No. : 4,894,857
Filed : December 20, 1988
Issued: : January 16, 1990
For : Improved Method & Apparatus For Customer
Account Servicing
Examiner : Thomas Brown
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-521XX

In re application : Aleksander Szlam
Serial No. : 08/977,412
Patent No. : 6,359,892

Filed : November 24, 1997
Issued: : March 19, 2002
For : Remote Access, Emulation & Control of Office
Equipment, Devices & Services
Examiner : Ricky Quoc Ngo
Group Art Unit : 2664
ATTY DOCKET: : CONCERTO-522XX

In re application : Aleksander Szlam
Serial No. : 10/059,872
Filed : January 29, 2002
For : Remote Access, Emulation & Control of
Office Equipment
Examiner : Wellington Chin
Group Art Unit : 2664
ATTY DOCKET: : CONCERTO-522AX

In re application : Aleksander Szlam
Serial No. : 10/449,872
Filed : May 30, 2003
For : Training Certifying Assigning & Collaborating
Agents Among Multiple Users
Examiner : Unknown
Group Art Unit : Unknown
ATTY DOCKET: : CONCERTO-523AX

In re application : Aleksander Szlam
Serial No. : 07/003,643
Patent No. : 4,720,853
Filed : March 9, 1987
Issued: : January 19, 1988
For : Ring Signal Discriminator
Examiner : James Dwyer
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-525XX

In re application : Aleksander Szlam
Serial No. : 08/441,830
Patent No. : 5,675,367
Filed : May 16, 1995
Issued: : January 19, 1988
For : Method & Apparatus For Automatically
Obtaining & Presenting Data From Multiple
Data Sources
Examiner : Scott Wolinsky
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-527XX

In re application : Aleksander Szlam
Serial No. : 08/441,830
Patent No. : 5,675,367

Filed : May 16, 1995
Issued: : October 7, 1997
For : Method & Apparatus For Automatically
Obtaining & Presenting Data From Multiple
Data Sources
Examiner : Scott Wolinsky
Group Art Unit : 2601
ATTY DOCKET: : CONCERTO-528XX

In re application : Harry Grossman
Serial No. : 08/486,577
Patent No. : 5,621,790
Filed : June 7, 1995
Issued: : April 15, 1997
For : Method and system for Optimization of
Telephone Contact Campaigns
Examiner : Daniel Hunter
Group Art Unit : 2601

In re application : Harry Grossman
Serial No. : 08/152,060
Patent No. : 5,436,965
Filed : November 16, 1993
Issued: : July 25, 1995
For : Method & System for Optimization of Telephone
Contact Campaigns
Examiner : Daniel Hunter
Group Art Unit : 2601

In re application : Harry Grossman
Serial No. : 08/834,131
Patent No. : 5,889,799
Filed : April 14, 1997
Issued: : March 30, 1999
For : Method & System for Optimization of Telephone
Contact Campaigns
Examiner : Daniel Hunter
Group Art Unit : 2601

In re application : Edward Mandel
Serial No. : 10/151,489
Filed : May 18, 2002
For : Contact Center Dynamic Record Delivery
Examiner : Wayne Amsbury
Group Art Unit : 2161